

Darlene Green-Connor
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SUMMARY

More than 30 years of experience in accounting, financial and administrative discipline working in the Electric and Gas Utility Industry. Major strengths include general accounting, plant accounting, budgeting, cost control and supervision supplemented by 11 years of experience teaching business and accounting to students in the classroom and asynchronously. A dependable, well-organized individual with exceptional leadership skills. An effective communicator, who expresses a genuine concern for others, promotes a team-oriented environment and strives to maintain a good rapport with all colleagues.

Work Experience

Morgan State University
1700 E. Coldspring Lane
Baltimore, Md 21251

Full-time Lecturer

August 2017 - Present

- Provides academic advising and accounting instruction in the classroom by lecturing students in various accounting subjects
- Teaches Financial, Managerial, and Cost Accounting
- Provides meaningful and timely feedback on all graded assignments
- Functions as an academic advisor for two accounting clubs. Participates in activities both on campus and off-site to support club officers and members. Acts as a liaison between corporate business partners and student club members to offer students essential career-building skills

Strayer University
1520 Jabez Run
Millersville, Md 21108

April 2007 – March 2017

Accounting Professor

April 2007 – March 2017

Providing the tools necessary for students to achieve their academic and career goals by instructing, coaching and tutoring students pursuing careers in accounting.

- Provides instruction in the classroom and on-line by either asynchronous (anytime) or synchronous (real time) class formats
- Provides tutoring and advising support to students on a weekly basis
- Teaches Financial, Cost, and Intermediate Accounting as well as Federal Taxation, Advanced Federal Taxation using H&R Block software, Senior Seminar in Accounting, Managerial Accounting, Financial Accounting for Managers, Advanced Accounting & Non-Profit and Governmental Accounting; and Auditing.
- Participated in course design and faculty evaluations as a Subject Matters Expert (SME) and Faculty Development Specialist.

Baltimore Gas & Electric Company
P. O. Box 1475 Baltimore, Maryland 21201

1976 – 2009

Performance Management Analyst

2006 – 2009

Manage the Customer Contact Center's \$12M budget which included business planning, budgeting, preparing variance explanations of budget compared to actuals generated from Oracle, quarterly re-forecasts and 5-year business plans.

Identified and pursued process initiatives to improve call center operations.

Other responsibilities include:

- Tracked and reported scorecard metrics for the Business Unit. Metrics were used for benchmarking purposes and to determine results incentive awards.
- Prepared business case analyses for several initiatives in order to make recommendations to achieve operating efficiencies
- Analyzed and maintained employee performance metrics utilized for incentive awards and determining promotional opportunities for 160 Customer Service Reps.
- Analyzed, monitored and maintained vendor performance statistics and recommended corrective actions and cost savings opportunities
- Interfaced with Senior Management to recommend cost saving initiatives and target setting goals
- Assisted with community service projects which included public speaking and career coaching at several high schools

Supervisor, Accounts Receivable Portfolio Management

2004 – 2006

Supervised 6 employees who are responsible for forecasting a \$15M utilities accounts receivables budget as well as preparing variance explanations and quarterly re-forecasts.

Other responsibilities include managing:

- the performance metrics for a Section comprised of 65 employees
- scorecard metrics for monthly reporting to the Manger and Vice President of the division
- analyzed and maintained vendor performance statistics

Supervisor, Controls & Data Stewardship

2000 – 2004

Supervised 10 employees who were responsible for recording electric and gas revenues, journalizing various monthly journal entries, monthly balancing customer information records with the general ledger and preparing statistical billing and supporting revenue statements.

- Assisted with converting billing records and various reports to comply with new rules and regulations to support deregulation in Central Maryland.
- Managed a \$775,000 budget, prepare performance reviews, coached and provided developmental opportunities for 10 employees.

Supervisor, Meter Services Support

1996 – 2000

Supervised an administrative staff of 19 employees who provided data entry, performance statistics, dispatching and billing services to support the endeavors of Field Representatives who connect and disconnect meters.

- Assisted with mapping processes to recommend system enhancements and modifications to current procedures to improve work practices.
- Managed the Section's \$1 million dollar budget, prepared performance reviews, coached, and provided developmental opportunities for 19 employees. Responsible for the balancing of \$13 million dollars in cash receipts collected from customers for nonpayment of utility bills.

Operations Analyst

1994 –1996

Led the operating function for the Meter Reading & Field Services Section. Acted as a liaison between Meter Reading, Field Services, Marketing & other sections to improve communications and customer service.

- Assisted with budget preparation and monthly reporting to Management on variance from budget. Analyzed operating reports for both Meter Reading and Field Services, consolidated the information in graphical format and recommended process improvements and cost reduction strategies.
- Designed several cost control models that provided management with data to assist with the implementation of cost saving strategies. The base line data was collected, analyzed, and reported in relevant business measures

that reflected the cost per service order, cost per gas and electric customer and the cost to read each meter on the system.

Budget Analyst

1991 –1994

Worked in the Budget Analyst Section of the Accounting Department. Assisted with budget development, setting spending targets and reporting variances from budget for all of the Departments within BGE. Developed the corporate budget schedule based on Management's direction for meeting the overall business plans and objectives. Coordinated data requests between Budget Analysis and other Sections for regulatory reporting.

- Analyzed reports for Management on Operations & Maintenance (O&M) and Capital Expenditures. Prepared a monthly review of actual results compared with budgets and forecasts to keep Management informed of significant deviations.
- Prepared the O&M forecast required for inclusion in the Earning Estimate required by Financial Reporting
- Assisted in the Corporate-wide training of budget coordinators and supervisors to discuss changes in budgetary procedures. Accepted an invitation from the Manger of the Accounting Department to make a presentation to a cost accounting class at the University of Baltimore concerning the budgetary practices and procedures at BGE.
- Acted as a liaison between Budget Analysis and other departments to improve communications and to meet corporate deadlines. Assisted the Information Systems Departments in making modifications to fully integrate the paper driven budget process to an on-line budgeting system using Pillar software.

Budget Analysis Coordinator

1988 – 1991

Worked in the Budget Analysis Section of the Accounting Department. I assisted with budget development, setting spending targets and reporting on variances from budget for all departments within BGE.

- Prepared detailed budgets and monthly reports for the Chairman of the Board and several Vice President Offices.
- Functioned as a liaison between departments and the Information System Department to ensure that critical deadlines were met based on the corporate budget schedule. Assisted with O&M and Capital reporting to Management. Assisted with special projects for ratemaking and regulatory reporting.

Utility Plant Accounting

1987 – 1988

Worked in the Plant Accounting Section of the Accounting Department and provided Management with reports to capture the historical costs of Plant-In-Service and Projects Under Construction (CWIP).

- Investigated and reported discrepancies between capital projects reported in service compared tot he approved capital estimates.
- Prepared journal entries to record investment tax credits, depreciation, decommissioning expenses and sales of all plant accounting property.
- Maintained the central file for all property and substation equipment locations within the BGE service territory.

General Accounting

1982 –1984

Worked in the General Accounting Section of the Accounting Department performing various responsibilities that allowed me to gain practical experience to supplement my theoretical accounting knowledge.

- Fuels Accounting Clerk – I tracked purchase invoices for coal, other fuels and transportation for the Fossil Operating Plants. Prepared journal entries to record fuel purchases and consumption for month-end reporting. Maintained the Uniform System of Accounts and distributed changes to departments as necessary to update information prescribed by the Federal Energy Regulatory Commission (FERC).

- Financial Statements Clerk – Analyzed adjusting journal entries for correctness. Prepared internal financial statements and supporting details for operations and payroll. Distributed financial reports to all Departments.

Load Research Statistician

1980 – 1982

Worked in the Economic Research Department assisting with load survey studies of electrical equipment and appliances.

- Analyzed computer printouts generated from load survey equipment attached to customer's meters. Investigated gaps in data to determine validity and sources of interruptions. Corrected gaps in the data based on historical information.
- Assisted other Sections to gather cost data to determine appropriateness of customer's billing rates based on the Service Tariff Agreement approved by the Public Service Commission.

Clerk Typist – Secretarial Stenographer

1976 –1980

Worked in various Departments performing clerical, secretarial and payroll functions.

- Clerk Typist (6 months) - Performed clerical duties in Office Services and became familiar with BGE's work practices and procedures. Relieved Vice Presidents & Managers' secretaries during periods of short-term and long-term absences.
- Secretarial Stenographer – Worked in the Distribution Engineering Department performing typing, stenography, payroll and various clerical duties.

Education & Certification

May 2016 (ABD)	Columbia Southern University, enrolled in Doctor of Business Administration program.
December 2010	Strayer University, Graduate Certificate in Accounting
August 2001	Series 6 & 63 Representative licensed by National Association of Securities Dealers (NASD) to market securities
August 2001	Resident Individual Producer -Health, Life & Variable Annuities, MD Insurance Administration
May 2000	Certificate in Leadership Development from the graduate level program at The Johns Hopkins University
May 1986	Certified Public Accountant, licensed in the state of Maryland
1982 – 1984	The Johns Hopkins University, Baltimore, MD – Master of Administrative Science in Business in Management
1978 – 1982	Loyola College – Baltimore, MD – Graduated with a Bachelor of Arts Degree in Accounting
1972 – 1976	Eastern High School – High School Diploma Loch Raven Blvd/Baltimore Md 21218

BGE Sponsored Education & Training

Six Sigma Black Belt Certification
Institute of Business Forecasting – Forecasting for Supply Chain Enterprises
Coaching Employees for Career Development, Managing Personal Change
Integrated Supervisory Leadership Training
Advanced Performance Management – Aubrey Daniels
Process Mapping – Towson University
Competent Toastmaster (CTM)
Microsoft Office 2010 – Advanced skills

References

To be furnished upon request.